



Making a Complaint

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all the parties involved. All settings are required to keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents as well as to Ofsted inspectors.

Making a complaint

If you have a complaint, the setting is committed to:

- Listen and learn
- Put things right
- Improve our service

Under normal circumstances, the manager will be responsible for managing complaints. If a complaint is made against the manager, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book. The Registered Person will ensure that each complaint is fully investigated.

If the manager has good reason to believe that the situation has child protection implications, the designated Safeguarding Children/Child Protection Officer will be informed who will then ensure that the local social services department is contacted, according to the procedure set out in the Safeguarding policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then the police are contacted.

Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her concerns with the settings leader.
- Most complaints should be resolved amicably and informally at this stage.
- If a parent/carer has a complaint about some aspect of the setting's activity, about the service the setting provides, or about the conduct of a member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned. As outlined in the Partnership with Parents/Carers policy, the setting is committed to open and regular dialogue with parents/carers and the setting welcomes all comments on its services, regardless of whether they are positive or negative.
- In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the manager should be approached,



and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaints in writing to the nursery manager. The nursery will confirm acknowledgement of the complaint within 3 working days.
- For parents who are not comfortable with making a written complaint, there is a template form for recording complaints, the form may be completed with the person in charge and signed by the parent.
- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the nursery manager may wish to store all information relating to the investigation in a separate file designed for this complaint.
- When the investigation into the complaint is completed, the nursery manager meets with the parents to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the complaint's summary record.
- The nursery aims to complete all investigations and inform parents/carers of the outcome within 10 working days, where possible. If, due to mitigating or exceptional circumstances, this timeframe cannot be met, parents/carers will receive an update within the initial 10 working days, including the reason for the delay and an estimated timeframe for the conclusion of the investigation.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the nursery manager. The parent should have a friend or partner present if required and the nursery manager should have the support of the assistant manager.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All the parties present at the meeting sign a record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the complaint's summary record.

Stage 4

- If at the stage three meeting the parent and setting cannot reach an agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings within the setting personnel and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.



Stage 5

- When the mediator had concluded her/his investigations, a final meeting between the parents, the manager is held. The purpose of this meeting is to reach a decision on the conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board

- Parents may approach Ofsted directly at any stage of this complaint's procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.

The address and number to call Ofsted with regard to a complaint is: 03001231231, Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly gate, Store Street, Manchester, M1 2WD. Email: enquiries@ofsted.gov.uk

- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed, and the setting leader works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Complaints regarding Free Entitlement Funding

- For any complaints regarding the delivery of the free entitlement offer, please email child.care@croydon.gov.uk

Records

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Summary Complaints Record which is available for parents and Ofsted inspectors on request.
- Records of all complaints and their outcomes will be retained for a period of least 3 years from when the record was made.

This policy was adopted on	Signed on behalf of the nursery	Date for review
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13/07/2026	Liz Francis – Head of Operations	13/07/2027
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